



# **Polycom VSX 7000 User Guide**



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## 1.0 OBJECTIVES

This user guide will provide you with an overview of the Polycom ViewStation FX and the knowledge to setup and use the videoconferencing equipment.

### Learning Outcomes:

After reviewing this guide, you should be able to:

1. Identify and explain the main parts of the Polycom VSX 7000
2. Use the remote control to navigate through the Polycom VSX 7000 menus, set camera presets, and access additional video sources.
3. Setup and use the equipment.

## 2.0 THE POLYCOM VSX 7000

The Polycom VSX 7000 videoconferencing equipment is ideal for meeting rooms, classrooms, or medium group environments.

The main components of the Polycom VSX 7000 videoconferencing equipment are the **Camera, Codec, Monitor, Subwoofer, Remote Control, Microphone, Scan Converter, Ethernet Cable and S-Video Cable Connector.**

### THE EQUIPMENT AT A GLANCE



1. **Camera** - The built-in camera is a high quality imaging device which transmits images to the screen/monitor. The camera movements are controlled by a wireless infra red (IR) remote control that controls a variety of functions, both on the near and far end.
2. **Codec** - The codec is the central part of the videoconferencing equipment. The main task of the codec is the compression of outgoing video, audio and data, the decompression of the incoming information and the transmission of this information

between endpoints. The name codec comes from a combination of the two words compression and decompression.

3. **Monitor** - The monitor displays the far end or the near end image.
4. **Remote Control** - The remote control is used to place calls, adjust the volume, navigate screens and select options. It controls all functions of the videoconferencing equipment. The equipment will not function without the remote control.
5. **Microphone** – The Polycom VSX 7000 has an external table microphone which can be situated accordingly to suite the size of the room and the number of participants. The microphone will automatically equalize sound levels so that loud and soft voices are picked up and transmitted to the far end at approximately the same level.
6. **Subwoofer** – The subwoofer is used to enhance the sound produced by the video conference equipment.
7. **Scan Converter** – The scan converter is used to convert computer presentations to a format more suitable for videoconferencing. The Polycom VSX 7000 does not have one built in so it requires an external scan converter to ensure quality images are sent to the far end site.
8. **Ethernet cable** - This type of cable is similar to the one that connects to the Local Area Network (LAN). One end is plugged into the back of the codec and the other end (for MBTelehealth purposes), must be plugged into the specified jack in the wall. Once the Ethernet cable is plugged in, you will be able to connect, or be connected to other sites.
9. **S-VIDEO Cable** - S-Video is short for Super-Video. Video signals are transmitted through a cable which is divided into two separate signals: one for color and the other for brightness.

**Standard Ethernet Cable**



**S-Video Cable Connector**



## THE POLYCOM VSX 7000 REMOTE CONTROL



### NAVIGATION BUTTONS



#### ARROWS KEYS AND OK BUTTON

The arrow keys are used to navigate the menu options and to pan/tilt the camera in near and far end views. The Ok button is used to make a selection while in a menu.



#### HOME BUTTON

Press this button to get to the main screen/home screen or to exit from a menu.

### 3.0 GENERAL SETUP AND USE

The following sections will provide instructions for setting up and using your Polycom ViewStation FX to place and receive video conference calls.

#### 3.1 General Setup

To setup and use the Polycom VSX 7000 videoconferencing equipment:


1. Position the **equipment** to the specified location/room.
2. Plug the **power cord** into the wall.
3. Connect the **Ethernet cable** to the **MBTelehealth jack**. (When the cable at the back of the codec is connected, you will see a green light).
4. Place the **table microphone** on the table in front of the participants.
5. Turn the **Codec and monitor** on. This may be accomplished by turning each device on individually or by turning on the power bar depending on how your equipment is set up.
6. Position the **camera** on the participant(s) using the **arrow keys** and the **zoom in and zoom out** button on the remote control.



Avoid zooming in too closely on participants. Refer to **Appendix A** and **Appendix B** for quick setup of the MBTelehealth equipment as well as videoconferencing etiquette

#### 3.2 Mute/Microphone

To mute the microphone:


1. Press the **Mute** button on the remote control. The word **Mute** will appear beside the onscreen indicator when  microphone is off.
2. Press the **Mute** button on the remote control again to turn mute off.



You can also press the mute button on the table microphone to turn the microphone off. Pressing the mute button again will turn the table microphone on.

#### 3.3 Video Sources

To select a video source to send to the far end is:

1. Press the **Camera**  button to bring up the **Video Source** screen.



2. Using the **Arrow keys**, toggle to the desired **video source**
3. Press the **Ok** button to make your selection
4. To return to the **Main Camera**, press the **Camera** button again and select the same video source. (For example; if you chose the document camera, choose it again to go back to the main camera)



Once a selection has been made, the video source can be saved as a preset for quick access during a call.


### 3.4 Camera Presets

Camera presets are useful when pictures from many different camera positions have to be viewed by the far end. Presets are used to switch camera positions without having to manually move the camera every time.

***Presets can be established before making a call or during a call.***

The camera presets are available using the **Preset** button  on the remote control.

**To store a camera preset to the remote control:**

1. Use the **Arrow Keys** and **Zoom** Button on the remote control to move the camera to the desired position.
2. Press the **Preset** button 
3. Press and hold a number to store the preset position.
4. Repeat as needed.



Presets are deactivated when the camera is *moved manually*.

**To view your near-site camera presets:**

1. Press the **Preset** button on the remote control.
2. Icons for presets 0-9 are shown on the screen. The colored icons indicate stored camera positions, and the grey icons indicate available presets.








**To use camera presets directly from the remote control while in a call:**

1. Press a number on the remote control quickly twice (similar to how you would double-click your mouse).
2. The camera will move to the preset position stored on that number.

**To delete all presets:**

1. If a call is connected, press the **Near End Camera** button  to choose a near-site video source.
2. Press the **Preset** button .
3. Press the **Delete** button  to delete all presets.





You cannot delete just one preset. Instead, override an existing preset with the new camera position.

## 3.5 Placing and Receiving a Video Calls

### 3.5.1 Point to Point

**To place a video call:**

1. Select **Directory** from the **Home Screen** or press the **Directory** button on the remote control .
2. Scroll down the list of contacts. Once you have found the site you want to connect to, press the **Call – Hang Up** button  to place the call.



You can quickly skip to a specific site by using the corresponding number key on the remote control. For example, if you are looking for Pine Falls, press #7 on the remote to skip to the P section of the phone book.

**To accept an incoming video call:**

1. Your videoconferencing system is set to **Auto-Answer** which means that if the system is turned on, all calls will be answered unless you reject them.
2. If an incoming call notification appears while you are already in a call, press the green **Call – Hang Up** button or the red **End Call** button (depending on your remote control) to reject the call.





### 3.5.2 Multi-Point

For sessions with 3 or more participating sites, you will be automatically dialed in by the MBTelehealth helpdesk. If you are participating in a multi-site session, have your equipment set up and turned on at least **15 minutes** prior to the scheduled start time with the microphone on mute. **Do not** attempt to connect to another location.

### 3.6 Volume

To adjust the volume:

1. Press the **Volume up** or **down** button  on the remote control to raise or lower the volume. Changing the volume affects only the sound you hear at your site.




Turning the volume down on the monitor will not affect the volume at the far end.

### 3.7 Picture in Picture

The Picture in Picture (PIP) button allows users to display either near or far end images in a smaller screen in one of the four corners of the monitor. This is useful for systems that are set up using only one monitor.

To use Picture in Picture (PIP):

1. Press the **Picture in Picture** button  once on the remote control to bring up a PIP.
2. Press the **Picture in Picture** button again to move it around in the corners of the screen.

Example of Picture in Picture View





3. To turn PIP off, press and hold the **Picture in Picture** button until the border turns blue, then press it again.

### 3.8 Far End Control



Taking **Far End Camera Control** allows you to move the camera at the far end site as well as control their video sources and presets **during Point-to-Point calls only**. However, you cannot save far end camera presets.

Before taking far end camera control, always request permission first and explain why you are taking control. You may need to take far end camera control if:

- There is an unskilled operator at the far end.
- The operator is unable to obtain the view you desire.
- The operator requests that you take control.
- If the operator isn't able to facilitate the event at their end.


	If you see this, you can control a near-site camera or video source
	If you see this, you can control a far-site camera or video source

**To take far end control during a call:**

1. Press the **far end camera control** button. 
2. Move the camera on your subject using the **arrows keys and the zoom in and out** button on the remote control.
3. Press the **far end camera control button**  again to exit from this option.

### 3.9 Disconnecting from a call

**To disconnect from a call:**

1. Ensure everyone has completed talking and mute the microphone.
2. Press the red **Hang up** Button  the remote control. Press it again to confirm.
3. Once the call has been disconnected, turn off the equipment and place the remote control in a safe area. If applicable, unplug the power and Ethernet cable and put the microphone away.



It takes a few moments for the audio to turn off when disconnecting from a call. Therefore, it is important to mute the microphone when the session is over.

### 3.10 To Change Screen Layout in a Multi-site session

Changing the **Screen Layout** during an **MCU Session** allows the user to choose how the other sites are displayed on their video conference monitor.

**To change the screen layout in an MCU session:**

1. Once connected, press the **Far End** button on the

remote control.



2. Toggle between the screen layout options using the **Up and down** arrow keys

3. Once you have the screen layout you desire, press the **Far End** button again.



## 4.0 TROUBLESHOOTING

PROBLEM	EXPLANATION	SOLUTION
<b>AUDIO</b>		
You are <b>unable to hear</b> the participants at the far end.	The microphone at the far end is on mute.	Ask the participant(s)/ speaker(s) at the far end to turn the microphone on.
	The volume on the monitor at the near site is too low or has been turned off.	Adjust the volume.
	The table microphone at the far end could be obstructed or placed too far away from the speaker(s).	Check the microphone at the far end or place it closer to the speaker(s).
	The audio is not connected properly. The inputs/outputs may have been disconnected.	Check all of the connections including the condition of the wires. Disconnect from the call and then reconnect if it's a point-to-point connection. If it's a multi-point call, contact the helpdesk and ask them to re-connect you.
The <b>audio is distorted</b> at the far end.	The volume on the far end monitor is too high.	Lower the volume on the monitor at the near site.
	The table microphone at the far end may have been placed too close to the equipment.	Move the table microphone further away from the equipment.
You are hearing <b>echoes or distortion</b> at the far end site when participants are speaking.	The far end site microphone is situated too close to the monitor.	Move the microphone further away from the monitor.
	The volume is too high on the far end site monitor.	Lower the volume on the far end site monitor.

VIDEO		
The codec is on and connected but <b>the screen is black.</b>	The video signal is not transmitting from the codec to the monitor.	<p>Check the connectors such as the S-Video or, VGA cable.</p> <p>Check the input select button on the screen/ monitor.</p>
The near end site is <b>unable to see a picture</b> from the far end.	<p>The proper input source has not been selected correctly.</p> <p>The cables are connected to the wrong inputs/outputs at the back of the codec.</p>	<p>Ask the participants at the far end to first check their main camera source by pressing the main camera button/near site button on the remote control.</p> <p>If you are using a patient camera or document camera, check the camera source for these items.</p> <p>Check to see if the output connectors are plugged in correctly.</p>
There is a <b>blank picture</b> on the main monitor.	The videoconferencing system might be in sleep mode.	<p>If you move or pick up the remote control, the videoconferencing system will return to normal mode.</p> <p>Ensure that the monitor is turned on.</p> <p>Check to see if the monitor input has been changed.</p>



If you are experiencing any problems with the videoconferencing equipment or have any questions, please contact the helpdesk for assistance:

**Winnipeg or outside of Manitoba**

Phone: (204) 975-7714

**Toll Free (within Manitoba only)**

Phone: 1-866-667-9891 Option 1

## 5.0 APPENDIX A – QUICK SET UP

### **QUICK SETUP FOR THE MBTELEHEALTH EQUIPMENT**

- ✓ Plug in the electrical cord or turn the power bar on.
- ✓ Plug the Ethernet cable into the designated jack if not done.
- ✓ Turn the codec on (if applicable – some units turn on automatically with power bar activation).
- ✓ Ensure screen(s)/monitor(s) are turned on.
- ✓ Put the table microphone on the table (if it's available).
- ✓ Test camera movements – using the arrow keys move the camera side-to-side, up and down and then zoom in and out to obtain desired view.
- ✓ Set and review camera presets if applicable.
- ✓ Ensure the equipment is on “mute/mic-off”

#### **At completion of call:**

- ✓ End the call.
- ✓ Turn off the codec.
- ✓ Turn off the screen/monitor.
- ✓ Unplug the electrical cord or turn the power bar off.
- ✓ Disconnect the Ethernet cable (if applicable).
- ✓ Secure the remote control.
- ✓ Lock the room.
- ✓ Return the key.

\*If you are experiencing problems, please contact the Helpdesk for assistance:

**Winnipeg:** 204-975-7714

**Outside of Winnipeg within Manitoba:** 1-866-667-9891 (Toll Free)

## 6.0 APPENDIX B – VIDEOCONFERENCING ETIQUETTE

### VIDEOCONFERENCING ETIQUETTE

- ✓ Assume that people can see and hear you as the **Camera and Microphone** are always “**Live**”.
- ✓ Identify yourself and the site you are speaking from.
- ✓ Speak directly towards the microphone and use your normal tone of voice
- ✓ Try to avoid a lot of movement or, shuffling of papers, tapping fingers and pens as this may be distracting to others.
- ✓ Due to the audio delay, pause for people to ask or answer questions or when they have comments.
- ✓ As with any meeting, try to limit side conversations.
- ✓ When participating in multiple site conferences, ***mute*** the microphone when your site is not speaking.
- ✓ Always ensure there are no further questions before signing off.

\*If you are experiencing problems, please contact the Helpdesk for assistance:

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**Outside of Winnipeg within Manitoba:** 1-866-667-9891 (Toll Free)